

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

09-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

730845

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side) 2G4WS52JOY1224534	Vehicle Make BUICK	Vehicle Model CENTURY	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 01-FEB-2000	Dealer's Name _____	Engine Size (CID/CC/L) 3100 V	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10120000	Part Name(s) VISUAL SYSTEMS:GLASS:WINDOW:DOOR AND SIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 10	Date(s) of Failure(s) 28-AUG-2000 Mileage at Failure(s) 4700 Vehicle Speed at Failure(s) 45	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN THE REAR WINDOWS OF A BUICK CENTURY ARE WIDE OPEN AND THE FRONT WINDOWS CLOSED, THE CAR SHAKES VIOLENTLY, TO THE EXTENT OF CAUSING PANIC. WE TRIED FIRST ONE WINDOW AND THEN THE OTHER, FINALLY BOTH TOGETHER, AND THE VIOLENT SHAKING CONTINUED. IT WOULD BE IMPOSSIBLE TO DRIVE THIS CAR EVEN FOR A FEW MINUTES UNDER THESE CONDITIONS. THE SALESMAN EVEN TOOK OUT A BRAND NEW CAR AND IT ACTED THE SAME. I HAVE ASKED FRIENDS WHO HAVE A BUICK CENTURY TO VERIFY MY DESCRIPTION, AND THEY ALL HAVE THE SAME REACTION. WHEN I CALLED THE MANUFACTURER, I WAS TOLD IT WAS A DESIGN FAULT AND BASICALLY TOLD TO LIVE WITH IT.

CONTINUED ON BACK (SEE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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